WORKS Workflow
Accountholder Instructions
Department of Health and Hospitals
Office of Payment Management - Travel Section

This guide provides information needed for an accountholder to manage transactions. Within this guide, you will learn how to:

- Allocate or edit a transaction and enter a description
- Sign off on a transaction
- Dispute a transaction
- Remove a flag on a transaction
- View the Authorization Log

Each of the above topics includes step-by-step instructions for performing a specific task. You can review all of the tasks in this guide or review the task that is specific to your interest.

Allocate or Edit a Transaction and Enter a Description

Procedure:

1. On the **Home Page** under **Action Items>Current Status**, click on the **Pending** link.

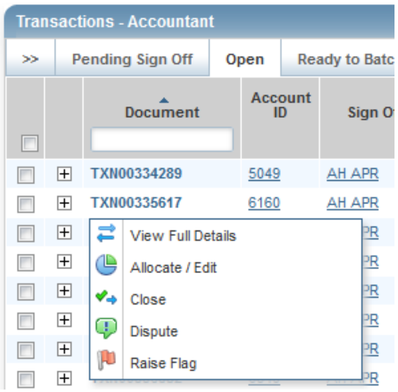
Action Items

Action	Acting As	Count	Type	Current Status
Close	Accountant	18	Transaction	Open
Sweep	Accountant	238	Transaction	Pending
Sign Off	Accountholder	13	Transaction	Pending

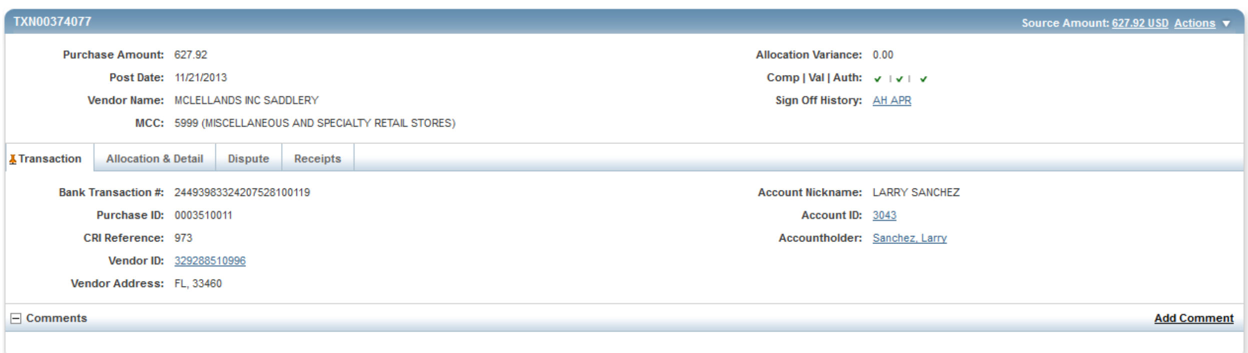
3 items Show 10 per page Page: 1 of 1

These are the transactions ready for accountholder or approver sign off.

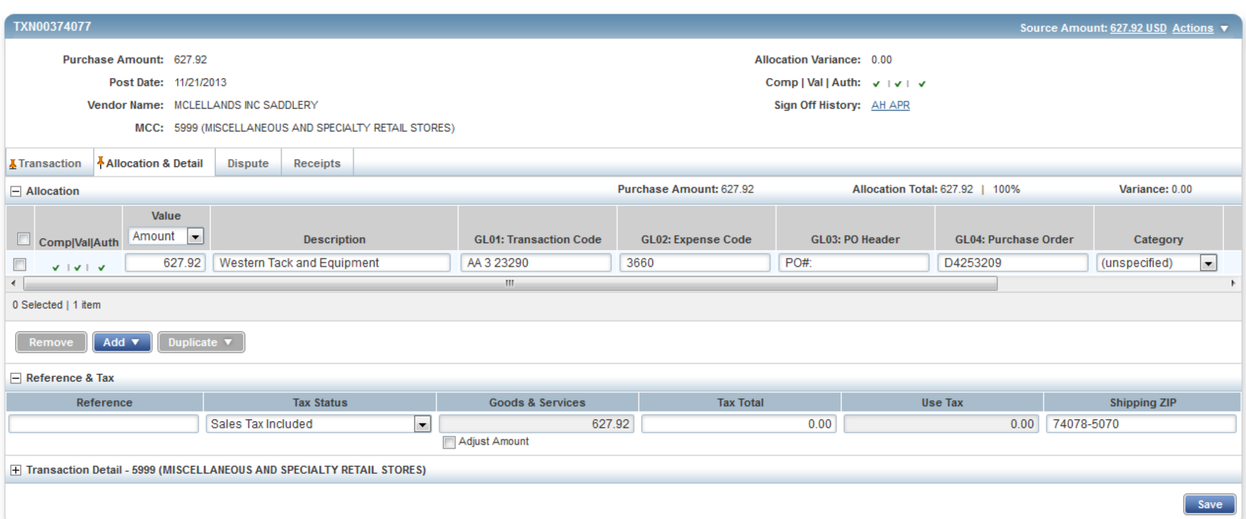
2. Click the desired **Document** number. A menu displays.



3. Select **View Full Details.** The **Transaction Detail** screen displays.

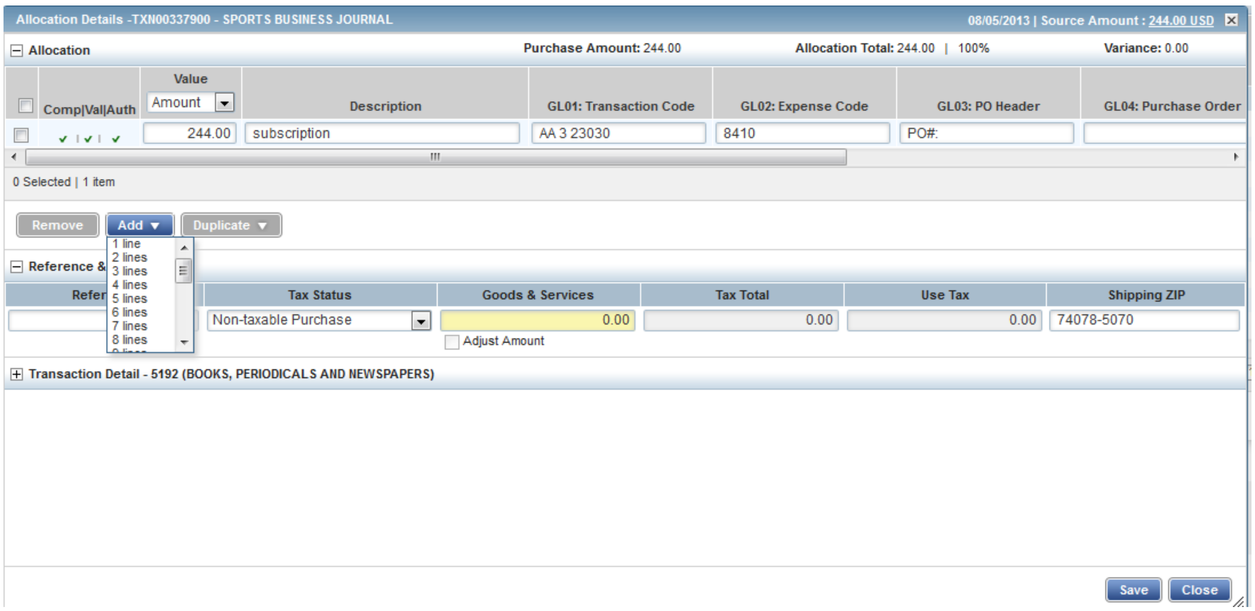


4. Select the **Allocation & Detail** tab.

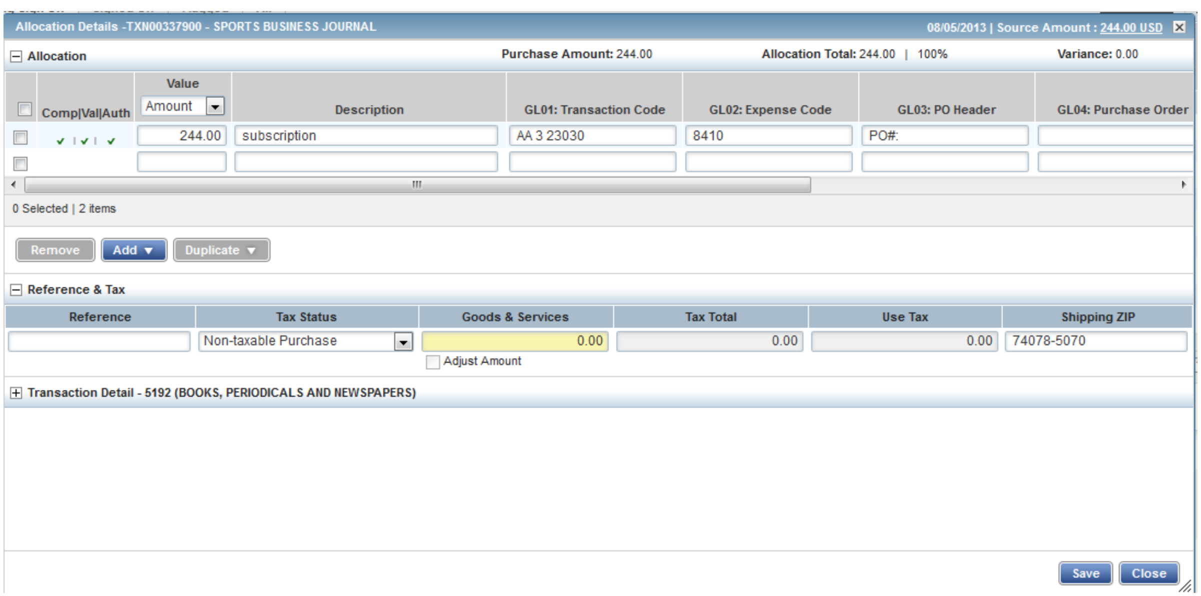


5. Select the **Allocation & Detail** tab, edit, if applicable. Enter codes in the following fields to identify how the segment will be allocated
   - GL01: Fund/Agency/Organization
   - GL02: Activity
   - GL03: Object
   - GL04: Sub-Object
   - GL05: Agency/Reporting Category

6. To add additional lines of funding, click on the **Add** button and choose how many additional lines you need.

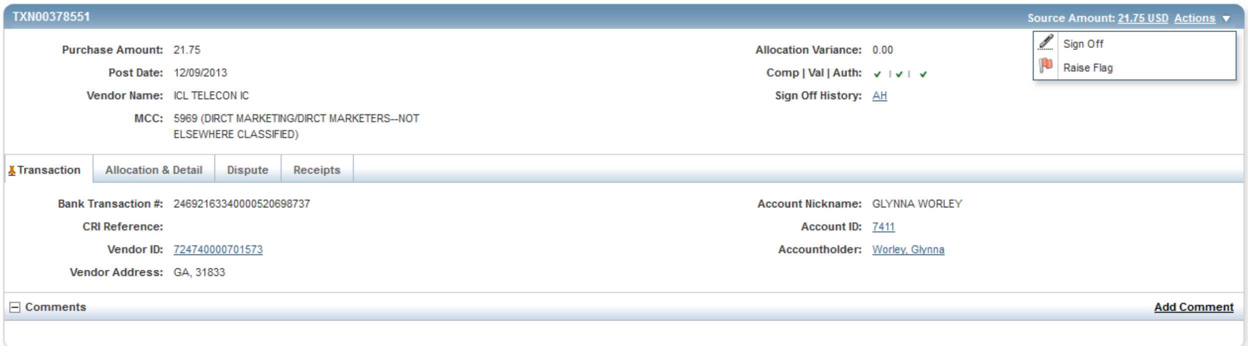


7. Fill in the amount, description, account number, and coding for the additional lines of funding.

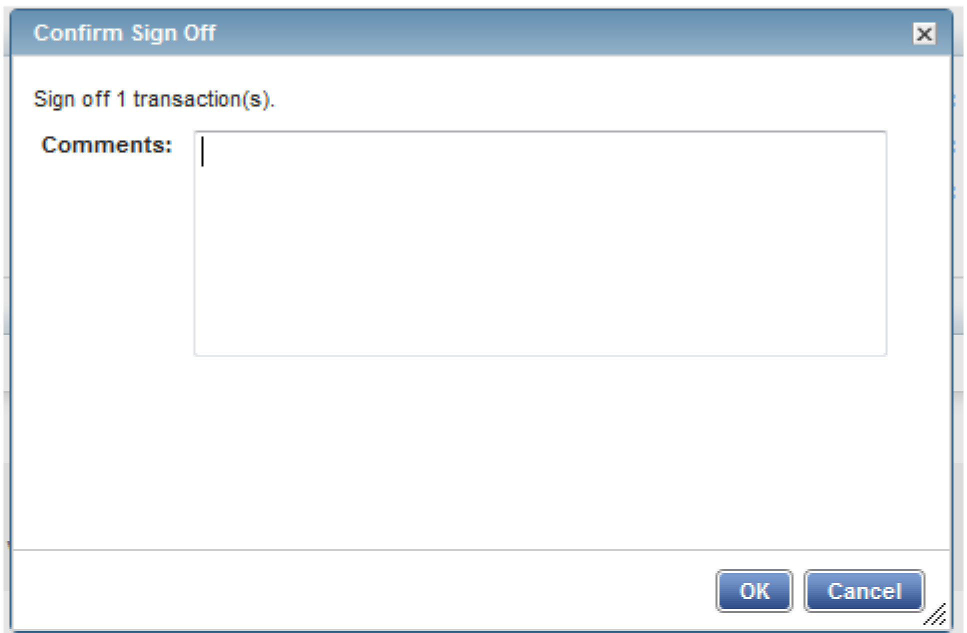


8. Click **Save**.

9. In the upper right corner of the **Allocation & Detail** tab, click on the **Actions** drop down menu.



10. Click **Sign Off**. The **Confirm Sign Off** screen displays enter a description of the transaction.



11. Click **OK**.

12. This completes the procedure.

Dispute a Transaction

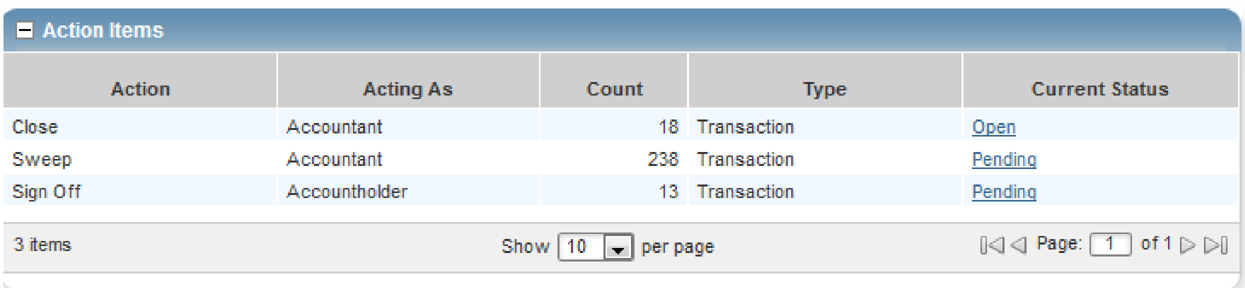
NOTE:

- Accountholders will only be able to dispute their transactions
- Approvers will only be able to dispute for accountholders they have been assigned to approve.

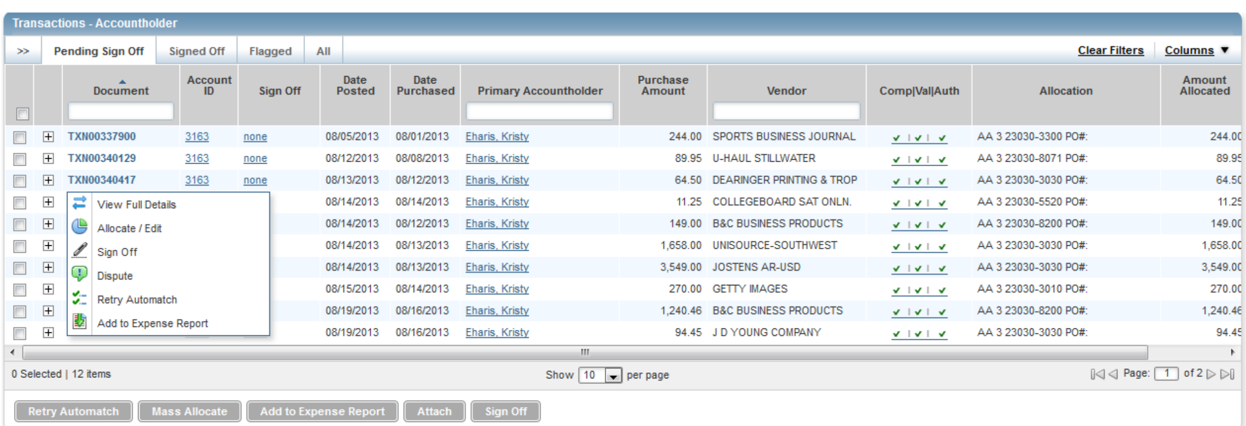
Procedure:

To dispute a transaction, complete the following:

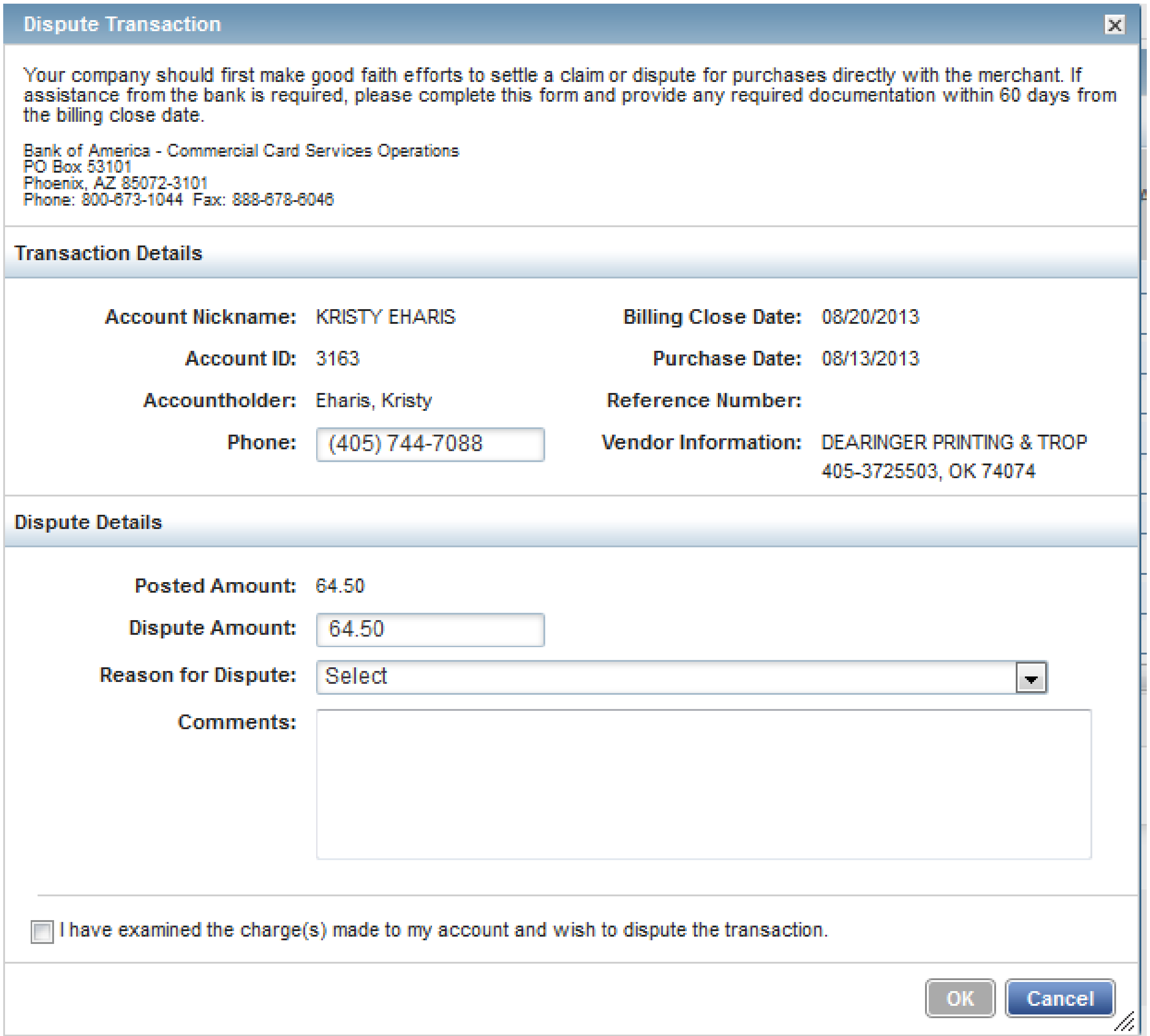
1. On the **Home Page** under **Action Items>Sign Off>Current Status**, click on the **Pending** link.



2. Click the desired **Document** number. A drop-down menu displays.



3. Click **Dispute**. The **Dispute Transaction** screen displays.



4. Enter the **Dispute Amount**, if different from the purchase total.

5. Select the **Reason for Dispute** from the drop-down menu.
   Note: Depending on the **Reason for Dispute**, additional information may be required.

6. Enter **Comments**, if desired.

7. Select the **I have examined the charge(s) made to my account and wish to dispute the transaction** check box.

8. Click **OK**. The screen displays a confirmation message.

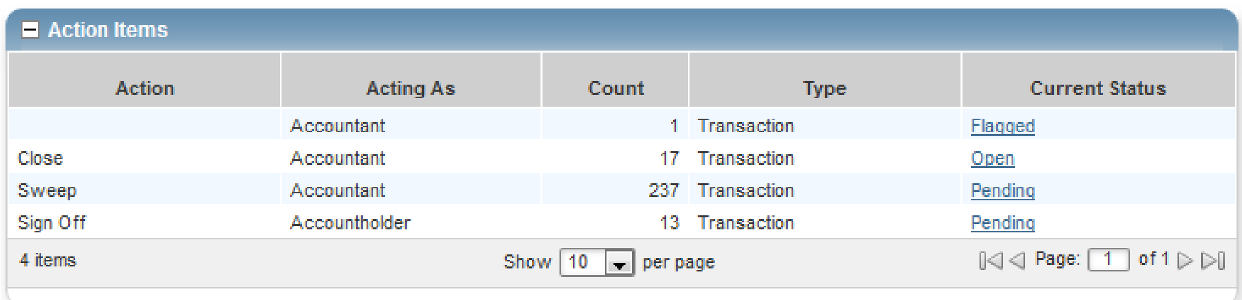
9. This completes the procedure.

10. NOTE: You must inform your agency LaCarte Program Administrators that you have a dispute

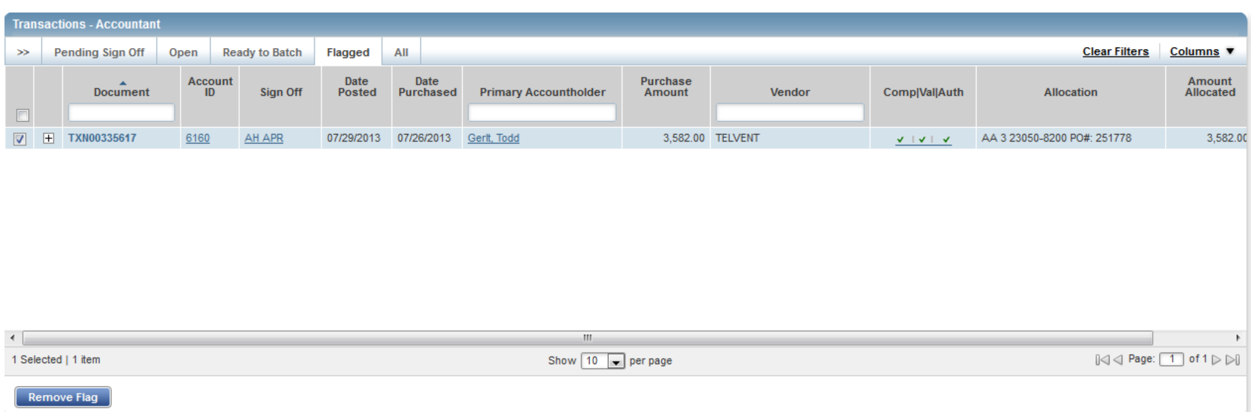
Remove Flag

To remove a flag, complete the following:

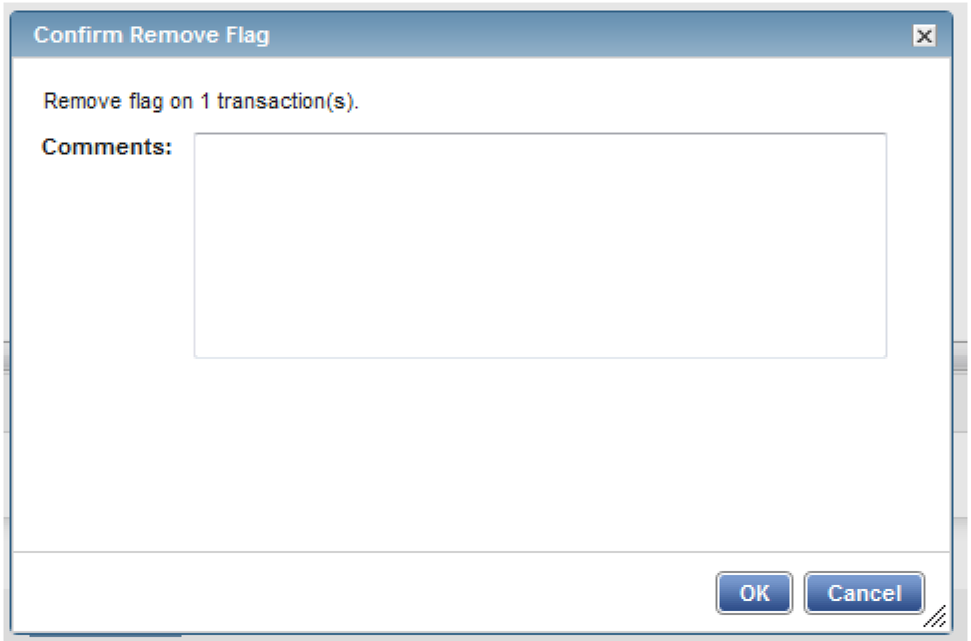
1. On the **Home Page** under **Action Items>Current Status**, click on the **Flagged** link.



2. Select the check box for the **Document** you wish to "un-flag." The action buttons at the bottom of the screen become enabled.



3. Click **Remove Flag**. The **Confirm Remove Flag** window displays.



4. Enter a **Comment.** You will not be able to remove the flag unless you enter a comment.

5. Click **OK**.

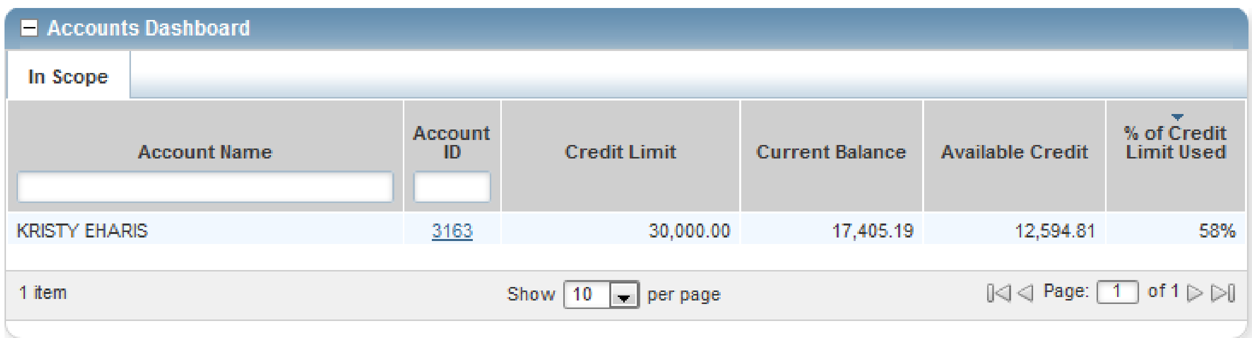
6. This completes the procedure.

VIEW AUTHORIZATION LOG

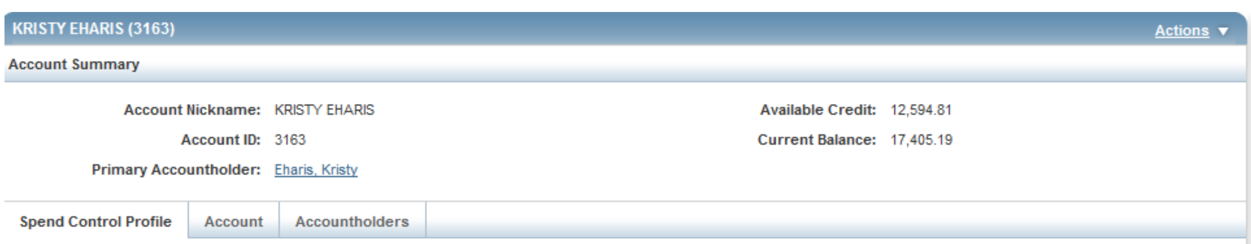
The Authorization Log allows you to see transactions that have been approved by the bank but have not yet posted to Works; if a transaction was declined, the reason why is shown.

1. On the **Home Page**, **Accounts Dashboard**, click on the last 4 digits of your account ID.

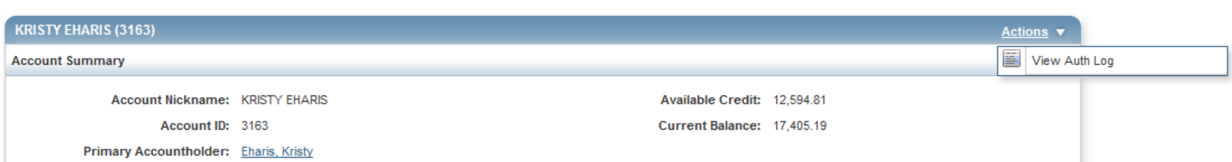
   NOTE: The Accounts Dashboard also lists your credit limit, balance, and available credit. This is useful information easily referenced on the Works Home Page.



2. Click on the **Actions** link in the upper right corner**.**



3. Click **View Auth Log**.



4. The next screen will be your **Authorization Log**.

Authorization Log - KRISTY EHARIS (3163)

Current Balance: 17,405.19 **ATM Cash Limit:** 0.00 **Available Funds:** 8,923.00

Date	Merchant Name	MCC	Amount	Result	Auth/Decline Code	Decline Reason	Amount Avail Before Auth
08/19/13 15:12:13 EDT	GILMAN GEAR	5046	$3,671.39	Authorized	063922		
08/15/13 11:51:01 EDT	BERTREM PRODUCTS	5085	$4,850.00	Authorized	030297		